

# Helena JSEC Meeting Minutes

## December 15, 2010

### Members Present:

Carolyn DeYoung	BCBS of Montana
Robert Ward	Enterprise Holdings
Tina Whitaker	Student
Rosie Walsh	Carroll College
Darlene Chamberlin	Helena High School
Larry Westfall	L&S Teambuilders
Pat Roth	Glacier Corporation
Charles Geary	Department of Corrections
Tom Antonick	Office of Public Instruction
Chris Beebe	Shodair Children's Hospital
Penny Fassett	American Chemet Corporation
Deb Chouinard	Helena Job Service Workforce Center
Sandy Hamlin	Helena Job Service Workforce Center
Dave Laber	Helena Job Service Workforce Center

**Introductions:** Carolyn had everyone introduce themselves.

**Minutes:** October, November 2010 minutes were approved as written.

**Treasurers Report:** Robert reported \$271.86 in the Mike Bullock Scholarship account and \$5,886.72 in the JSEC account. This month he will close the Mike Bullock account and deposit those monies in the JSEC account. Robert noted that there was a Christmas card going around for Jim Nys. Jim's 'Business Over Breakfast' series is averaging JSEC about \$150.00 a month for our share of the profits, keeping us afloat and way ahead of the game.

**Manager's Report:** Deb said the office statistics show that Helena Job Service has had a very busy month. In November of this year the daily door count was higher than any count over the last 4 years. There are a lot of job seekers and not so many jobs, which is a big challenge right now. There are a higher number of people wanting to meet with consultants one-on-one to have their resume's and applications looked over, do mock interviews, and they are using a lot of the resources Job Service has available. There is an increase in the number of individuals using Mindleaders, which is a web-based training available at no cost to them. This training has over 100 different topics, computer related and soft skills. Clients can get a certificate for one course or 9 courses. They work at their own pace, but they have to do everything on computers located at the Job Service.

Helena Job Service had an all-day office planning session in October. All staff were able to attend. After reviewing goals from our last planning session, we made some adjustments and set some new goals. Deb asked for feedback from JSEC on developing a Generic Application workshop for our customers, and if those who use the generic application would benefit from such a workshop. Deb said some of the applications coming in are pretty appalling. She will periodically be asking for input on topics such as this.

Deb noted that we have been short staffed. Linda McCauley retired in September. Her replacement person will be starting on December 20<sup>th</sup>. His name is Phil Osborne, previously an instructor at UM

Helena. Also, Job Service is currently interviewing for another position for the re-employment grant that will be kicking off in February. The REA position requires UI (unemployment) claimants to come into our office for an appointment. We will be required to do an assessment and orientation, and do very intensive work with them to help them identify any barriers to work, such as child care, transportation, things like that. Deb said this is a little bit different role for us because we will be required to report to UI any of those barriers that are identified, so UI can make decisions for on-going eligibility. This position needs to be in place by January 10<sup>th</sup>. There will be a few weeks of training at Job Service before going on to UI school to learn about unemployment insurance. The grant is going to run through December 2012, and once it is completed, the person doing that job will become a permanent Workforce Consultant. For now, the grant will pay a portion of the position's wages. When they are actually working face to face with customers doing the REA, their position will be covered by UI. Deb stated that will be really helpful, because one staff person at Helena Job Service probably spends 75% of his time during the week helping UI customers navigate through that world.

Robert asked, "Just on the number of people coming in, do you have any statistics on what their level of education or what their skill set is? Even though unemployment is nationally around 10%, we can't seem to find good people." Deb said she wasn't able to tell by the number of people that came through the door, but she could say what it looks like as far as the people registered with us. She gets that information from Bryan Bird to use with her High School presentations. Deb will get that report together for JSEC. She does know that right now the folks that are coming through our door are saying, "I'll take anything", but a lot of times their qualification are totally unrelated to the job they are applying for. Right now we are really seeing a lot of the hardest to serve, and those running out of their unemployment.

Larry ask if there is a feeling that the new businesses coming to town are using the Job Service and identifying needs for their businesses. Deb believes they are contacting us more than they use to. Helena Job Service would like to try and do some mini open houses for employers. Maybe work through the Chamber of Commerce to identify ribbon cuttings for new employers and invite them down to visit our office and see what we have to offer. One suggestion from several JSEC members was to have an employer fact sheet or pamphlet saying what the Job Service has to offer. It could be sent out with the Chamber's new employer packet that they distribute. Language could be added that it would be at no additional cost to the employer. Darlene asked if employers use the Job Service for pre-employment tests. Deb said Job Service has also seen an increase in that service. We have the Provelt system through Kenexa that has over 900 tests associated with it. There is everything from regular typing tests and data entry, real common ones, to Call Center Listening, and comprehension type of testing. There is no charge for the tests. The Job Service as a whole purchased the system and shares the cost. Darlene suggested that we advertise that information in the fact sheet, since she doesn't believe most employers are aware of that service. Tom added that the tests are available at Job Service offices across the state, and they are statistically valid tests as compared to some homemade test.

**Employer Award:** Charles thanked Dave and Sandy for all their hard work on the Employer Award. Discussion ensued on the best time to judge and present the Outstanding Employer Award. In August we begin advertising and making people aware of the award. We discussed keeping the time frame fairly concise because leaving it out there gives people a reason to procrastinate. Deb asked if we had any coverage in the newspaper. Dave said that John Harrington, of the IR, received the information but didn't get it in the paper. Also, some of the pictures taken at the awards were sent to the IR, but they weren't published (possibly because of size). It was noted that John Harrington is no longer in charge of the 'Business Briefs' for the IR, but Larry suggested that we try to develop a relationship with someone from the IR. He also suggested we let them know of any businesses

nominated for the awards that are their customers and put ads in their newspaper, this might help as well. The Award Committee agreed that this first year was a trial year, but we would like to have consistency so people know when it's going to happen and they can depend on that. Final consensus was to keep with the same schedule we had this year. Start in August, and present the award in November or December for the current year.

**Employer Electronic Notification Service:** Dave and Sandy have been discussing implementing an electronic notification service that employers could sign up for, and they are looking for a name for it. When Dave contacts employers about the 'Business Over Breakfast', he sends out an e-mail blast to all the employers that are registered with Helena Job Service. The problem, around 100+ bounce backs, undeliverable, and some employers don't want to receive the information. Missoula Job Services has what they call 'Missoula Job Service E-News', which is a service recipients opt into. Dave stated that we don't want to be sending out spam type stuff or too much information, but would like to inform employers of training opportunities, law updates, case law decisions, and things like that. There were a couple of suggestions on what to call it: Helena Job Service E-news, Job Service E-lets. Dave noted that it would not be just a news thing, and we would like the name to match the service. Included would be information on employment posters, changes in minimum wage, child labor laws, training, JSEC, career fairs, etc. Tina proposed when you received the information, if you thought it was worthwhile, you could forward to others such as SHRM. Concern was voice over getting way too much e-mail on similar subjects. Thoughts were that it should be Job Service related and address Montana law instead of National issues. Sandy stated that Job Service assists a lot of small employers that don't have access to this type of information, and it would primarily address Montana law. Carolyn suggested including the free services that are available at Job Service. Penny believes that a lot of employers get Jim Nys' e-mails as well. Dave indicated that this one would make it easier to advertise the Jim Nys' seminars (which are Helena JSEC's main fundraiser). Larry commented that if he reads an e-mail that catches his eye and is interesting, next time he sees it, he'll read it again. But it has to be interesting or valuable the first time, such as the statistics Deb gave in her report. Sandy clarified that now when we do an e-mail blast they can't opt out, they just get it. They have to opt in for the one we are proposing. Deb suggested we put together a first draft and run it by the JSEC. Also, we should have a statement at the beginning of the article rather than at the bottom that states if you like this article, opt in to receive these on a monthly basis. Larry mentioned that when he gets e-mails from his mentor, she asks for ideas to include in the next article. Also, she gives a tip on something that others can use in their own business. Tom would like to see labor market and unemployment information for our local area. Charles suggested an option might be that the e-mail includes links to the latest HR news. Chris asked if e-mail is the only avenue we're looking at, and suggested Facebook or Twitter. Deb indicated that departmental policy prohibits Job Service from using those avenues right now, but there is a lot of lobbying to include them. Charles stated that is policy for the all of State government right now. Most of it translates back to security and record keeping. Because JSEC does not have a website at this point in time, we are bound by those parameters. Dave thanked everyone for all of the good ideas and asked if anyone else thought of a name to let him know. Dave and Sandy will work on a draft.

**Sorting Applications:** Job Service does not screen applications, but what do JSEC members think about sorting applications into two categories; one that 'meets minimum qualifications' and the other 'does not meet minimum qualifications'. Would this process be beneficial to you as an employer, or do you look at all of them anyway? Penney commented that would probably depend on the volume of applications. Several thought it would be a good idea, but would be up to Job Service on whether or not they want to take the time it would take to do it. Penny thought it was a generous offer, but for the most part the people actually filling the position would be able to determine quicker if the person is qualified or not. Also, from her experience employers cannot list all of the qualifications they want on

the Job Service website. So they usually have additional information they can use to screen by. Deb asked if it was a space thing, and Penny answered that it was the space and the options available to pick from. You pick the one that best meets your criteria, but it may not completely meet the criteria you want it to match. Tom suggested that if American Chemet had a link to their website, they could put it in the Job Service announcement and get around the space issue that way. Darlene submitted that most small employers Job Service works with don't have large websites or any website. So she thinks when Deb lobbies for more space, she should bring up the fact that the current character limit is not meeting the needs of our primary clientele. Tom thought it would help to have a counter that was counting down characters as you type so you had warning. Deb will check to see if we can get more space for employers when putting in their job descriptions.

**Vote for Vice Chair:** Since Carolyn, our JSEC Chair is stepping down the first of January, Tina will be moving from Vice Chair into Chair position. Robert will continue in the Treasurer position, so we need to elect a Vice Chair. Carolyn nominated Cathy Wood with her permission to submit her name. Carolyn asked if there were any other nomination or an interest from anyone that wants to serve in that capacity. There were no other nominations from the floor, so Cathy was voted in unopposed.

**Disability Resource Coordinator:** Sandy suggested we table this topic, and she will present the information at a later date.

#### **Hidden Agenda:**

Deb informed us that the Career Fair is going to be on Tuesday the 22<sup>nd</sup> of February. Carol Rule got notice for a meeting and attended. Deb said that Job Service will pay for a table and have a presence there. Like last year, we will not be doing resume review at the Career Fair, but will hold them the week prior. Classes will be offered on Tuesday evening the 15<sup>th</sup>, a day time one on Wednesday, an evening one on Thursday, and day time one on Friday. Last year the IR missed advertising the resume reviews, so folks didn't know that it was going on. Deb is hopeful they'll get it advertised this year. Alan stated that there are some other career fairs in February, and they seem to do well. Macy's will probably be doing their dress for success again. In the past they have had a drawing for \$150 each for a male and female to shop for career cloths at Macy's.

Dave had a hidden agenda item earlier in the meeting - next fundraiser is January 12, 2011. The 'Business Over Breakfast' session will be addressing "Avoiding Wrongful Discharge". As Robert stated in his Treasurers report, we get a 50/50 split from these.

Dave mentioned the National SHRM membership that JSEC has purchased for him in the past. Carolyn proposed that we pay for Dave's SHRM membership. It was seconded and passed. Dave said the membership is under his name, but it really belongs to JSEC. If anybody that's not a national member wants him to do some research for them, let him know.

Sandy informed everyone that January's JSEC Meeting will be at Glacier Bancorp. Pat said they were looking forward to JSEC joining them. Glacier Bancorp is right across the street from Bob Wards. There is no signage on the building, so come in where the mailboxes are and Pat will greet you. (Sandy will send out directions with the next meeting reminder). Some of us went last year and the tour was very interesting. Pat reminded everyone that they do have a secure facility, and normal visitors are given a badge to wear. Since they don't have enough badges for our group, they make an exception, and we will just have to sign in. Sandy reiterated if anyone else would like to have a monthly JSEC meeting at their place of business (a field trip as Larry calls them), just let her know.

Meeting adjourned.